

From:
To: Boyer, Ted
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Subject: SL Trib - public letter on Questar billing issue

CC: Orchard, Julie
A forgiving utility
Public Forum Letter
Salt Lake Tribune
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In pondering Questar's cavalier attitude to its billing errors due to failing to properly assess and test their equipment, the Public Service Commission should remember that because Questar has been granted a virtual monopoly, it should be held to an extremely high standard of quality control ("Customers told to pay after hi-tech Questar meters mess up," Tribune, March 27).

As a service provider in its privileged position, Questar should consider the hardships this bill places on some customers and show grace and consideration for the difficulties its own internal-quality issues have caused.

A more reasonable and conciliatory stance, even forgiving some of the money owed to it, would be money better spent than thousands of dollars in advertising or public service efforts.

Michael McShane